

## POSITION AND ORGANIZATION INFORMATION

Position:

### **Computer Specialist (Customer Technical Representative) GS-0334-11**

Purpose of position:

The work of this position involves coordinating and integrating the technical aspects of computer work with administrative matters. It also involves local management of the Information Technology service contract for the Navy Marine Corps Intranet (NMCI).

Organization:

(Enter name of Marine Corps Command or Activity)

Organization goals:

This position that of Customer Technical Representative (CTR) located at (Name of command/activity). The primary goal of the position is to provide Information Management (IM) and Information Technology (IT) services for the command's corporate structure. The incumbent may occasionally travel to other locations in the region to provide assistance to other CTRs and/or to the Regional Contracting Officer's Representative (COR).

## II. MAJOR DUTIES

### A. Assists Customers and or Claimants in preparation for NMCI. (15%)(Critical)

Tasks:

1. Complete the "as-is" transition template.
2. Represent the customer in Vendor and/or Customer interactions.
3. Review technical documentation of legacy application migration to assess the application's ability to meet claimant operational requirements; coordinate discussions with COR and/or Vendor.
4. Provide technical and/or contracts assistance to Customers involved in renegotiating existing IT contracts, including any impacts on the NMCI Integrated Master Schedule (IMS) reviews.
5. Draft Statements of Work (SOW) for task orders.
6. Review transition plan to ensure no interruption of services, and consistency with final operational environment.

B. Provide support to the CTR by interpreting and representing the Customer about contract discussions. (10%) (Critical)

Tasks:

1. Provide support to the CTR by interpreting and/or representing the Customer and/or Marine Corps in contract discussions; provide work completion validation to the senior CTR or regional COR.

2. Provide input for preparation of the final report on Contractor performance for the applicable task order in accordance with the procedures prescribed by the senior CTR/COR.

3. Provide Customer and or Claimant representation in any discussions regarding Service Level Agreement (SLR) clarification and or definition and support processes.

4. Define SLA measurement criteria and evaluation processes with Contractor

5. SLA Review

(a) Sustain a periodic review process for work performed in support of the Customer and/or Marine Corps.

(b) Review and or validate Silk Reports for work completion and quality of service, and provide Customer and or Claimant input in support of Incentive and or Credit Process.

(c) Assess existing SLA strategy for impact to the quality of service and compatibility with Customer and or Claimant operations.

C. Manages and coordinates development of information processing standards to be used at a variety of geographically dispersed locations. (10%) (Critical)

Tasks:

1. Develops guidance and procedures for implementation of mandatory technical standards of legacy systems.

2. Works with functional managers to evaluate the impact of proposed standards and procedures on the accomplishment of agency goals and objectives.

3. Provides for training and implementation assistance; reviews and prepares recommendations concerning waivers of mandatory standards.

4. Recommends the need for changes in agency policies or procedures.

5. Approve Customer and or Claimant service requests for local Moves/Adds/Changes (M/A/C)

6. Review M/A/C to validate accuracy of system migration and updates of the preformed P4/A/Cs.

7. Network Interruption Notification. Plan and or Coordinate network outages between Operations, Command and Governance group, Customer and or Regional Operations and the Contractor.

D. Applies configuration management disciplines to formally document the functional and physical characteristics of a system, network, or product during its life cycle. (10%) (Critical)

Tasks:

1. Provides technical services in cost estimating, technical specifications, and benchmarking.

2. Identifies, tracks, and reviews the modifications required to enhance and maintain the installed hardware and software configurations of information systems. Ensures that modifications are reported upon implementation.

3. Coordinate Site Support requirements.

4. Review proposed plans for consistency with Customer and/or Regional operational requirements.

5. Review proposed IMS for consistency with Customer and/or Regional operational requirements.

6. Assist and/or provide additional Customer and or Regional information for the development of installation plans.

7. Review installation plans to ensure they meet Customer and Regional Operational requirements.

8. Review transition plan to ensure no interruption of services, and consistency with final operational environment.

E. Serves as senior technical advisor for all customer service problems. (45%) (Critical)

Tasks:

1. Responds to customer requests (whether functional users or staff assistance) for all computer-related difficulties, analyzes and evaluates problems, and provides recommended solutions.

2. Maintains currency in the appropriate developments of customer related information

technology and recommends solutions.

3. Upon installation, ensures customer satisfaction of hardware and software functionality and the quality of implementing instructions.

4. Once a problem is identified that is elevated beyond the Contractor's Help Desk, the DCTR will conduct an evaluation process and make corrections when applicable to the CTR, Customer and/or Claimant, or others for resolution and may provide facilitation for any required discussions.

5. Problem Escalation. Identify and or escalate problems unable to be resolved by the DCTR to the CTR.

F. Performs staff assignments related to program planning, monitoring, and or coordination of the systems life cycle functions. Assignments involve providing specialized services or recommendations requiring application of a variety of techniques and methods to determine the best approach. (10%) (Critical)

#### Tasks:

1. Provides advice to decision makers in setting program goals and establishing priorities to support the organizational mission.

2. Monitors, evaluates and coordinates assigned functions and briefs management officials on program status. Documents program purposes, methods, assumptions, and conclusions.

3. Leads or participates in on-site surveys and or reviews program information to determine status of the function and adequacy and quality of services. Documents findings and ensures recommendations are relevant to actual operating environments.

4. Prepares a variety of program reports- Assists higher-level management official(s) in the evaluation of fiscal requirements for validity and sufficiency.

5. Evaluates impacts of new technologies on current systems and policies. Assesses performance and effectiveness of new or substantially modified systems.

6. Serves as team leader responsible for complete projects that are important segments of much larger overall efforts. Provides guidance to tenant commands.

7. Serves as a member of numerous boards, committees and panels in support of special projects or programs.

#### G. Other Work Requirements

1. The employee must obtain and maintain a Secret clearance.

2. This position may require the employee to frequently travel away from the normal duty station.

3. The employee must be willing and able to travel on military and commercial aircraft.

4. The employee may be recalled to duty.

5. This position requires the employee to drive a motor vehicle. An appropriate, valid driver's license is required for the position.

### III. CLASSIFICATION FACTORS

#### Factor 1. Knowledge

Level 1-7 (1250 Points)

- Knowledge of agency information processing standards, policies, and procedures to analyze and advise managers on systems matters and evaluate the need for changes in existing policies and procedures.

- Knowledge of equipment characteristics, computer techniques, requirements, methods, and procedures to include familiarity with approaches used by organizations in other agencies and/or the private sector in order to evaluate alternatives and provide advice and assistance to managers.

- Knowledge of systems design and development techniques and agency policies and procedures. Skill in relating aspects and parts of a project to the overall needs of the organizations served. Knowledge of new or revised policies, practices, and technical management guidelines sufficient to provide advisory services, consultation, technical assistance, and/or training.

- Knowledge of configuration management techniques to document and control the functional and physical characteristics of a system, network, or product to include the requirements, design, software, hardware, documentation, and procedures during the system life cycle.

- Ability to develop and execute plans associated with the configuration management of information technology assets.

- Knowledge of the uses of software metrics for status accounting for change management and control.

- Knowledge of system development and integration life cycles in order to control changes made to the operational baseline.

- Knowledge and skill in adapting analytical techniques and evaluation criteria to determine program effectiveness, to develop new or modified work methods and ability to analyze and resolve complex problems.

- Knowledge of the major issues, program goals and objectives, work processes, and

administrative operations of the assigned program.

- Knowledge of the large variety of programming and planning documents associated with all phases of the assigned computer systems or information technology programs.

- Knowledge of life cycle costs and the factors that must be included when determining the cost effectiveness of development and introduction of new technology into systems in the inventory or new systems during the acquisition phase.

- Knowledge of acquisition management policies and procedures to develop specifications and statements of work, review technical proposals, and monitor contractor performance for the acquisition of IT management and support services.

- Knowledge of cost-benefit analysis principles and methods to evaluate proposals for new or modified systems/components.

- Skill in oral and written communication to prepare and present reports, interpret policies and guidelines, provide advice and guidance to customers, and represent the organization in interactions with other organizations.

- Ability to isolate and analyze relevant data to conduct analyses of complex issues.

- Knowledge of methods and practices for troubleshooting, recovering, adjusting, modifying and improving IT systems to provide support that minimizes interruptions in customers' ability to carry out critical business activities.

- Knowledge of a wide variety of applications, operating systems, network systems, communications, protocols, and equipment to provide advice and assistance to customers.

## Factor 2. Supervisory Controls

Level 2-4 (450 Points)

The assignments consist of projects, studies, or evaluations characterized by the need for substantial analysis of problems. Deciding what needs to be done typically involves assessment of situations complicated by conflicting requirements that must be analyzed to determine the applicability of established methods. Consideration must be given to probable areas of future changes in system design, equipment layout, or comparable aspects to facilitate subsequent modifications.

## Factor 3. Guidelines

Level 3-4 (450 Points)

Guidelines primarily consist of Federal, DOD, component, and local regulations, policies, standards, and precedents that provide general guidance, but do not specify the approach to follow to accomplish the work. When guidelines are lacking, the employee must generate new or improved methods to be tested that may provide a basis for future guidelines. Considerable judgment is required in relating guidelines to the development of solutions to problems.

#### Factor 4. Complexity

Level 4-5 (325 Points)

Project assignments require an unusual depth of analysis, characterized by the need for significant departures from established practices. Problems are of a type that was resistant to solutions in the past. Deciding what needs to be done typically involves assessment of situations complicated by conflicting or insufficient data which must be analyzed to determine the applicability of established methods. Although precedent studies and programs are helpful, they are usually untried at the scale proposed. A number of approaches to accomplish the work are possible and decisions regarding approach are complicated by the extensive coordination required between the various users and other ADP staff. The work requires developing criteria where numerous conditions, options, and conflicting user needs must be considered.

#### Factor 5. Scope and Effect

Level 5-4 (225 Points)

The work primarily involves a variety of problems relating to efficiency and/or security of data processing in the assigned area, formulation of revisions to the system, establishment of test plans and specifications, and identification and resolution of issues and problems that affect assigned projects. The employee provides advice, consultation, and guidance concerning program aspects that affect a wide range of agency activities, of non-government organizations, or functions of other agencies.

#### Factor 6. Personal Contacts/Factor 7. Purpose of Contacts

Level 3-C (180 Points)

Personal contacts include systems analysts, programmers, and functional area users in other organizations within the activity. In addition, contacts often take place with higher-ranking computer personnel within the agency but outside of the immediate work location, computer personnel from other agencies, equipment or system software vendors, and contractors.

Level 3

Contacts involve influencing others to use particular technical methods and procedures, or to persuade them to cooperate in meeting objectives and deadlines when there are problems in securing cooperation.

Level C

#### Factor 8. Physical Demands

Level 8-1 (5 Points)

The work is sedentary. No special demands are required to perform the work.

#### Factor 9. Work Environment

Level 9-1 (5 Points)

The work is performed in a typical office setting. Special safety precautions are not required.